


# LDH Employee Offboarding Policy

	<b>Louisiana Department of Health (LDH)</b>	
	<b>Policy Number</b>	134.1
	<b>Content</b>	Policy governing suspension or removal of access for LDH employees
	<b>Effective Date</b>	December 2, 2020
	<b>Inquiries to</b>	Office of Management and Finance Division of Human Resources, Training and Staff Development P. O. Box 4818 Baton Rouge, Louisiana 70821-4818

If there is a discrepancy between an LDH Policy and a Program Office or facility policy, the LDH policy shall govern/override/supersede the conflicting section within the Program Office or facility policy.

## I. POLICY STATEMENT

Employee accounts or IDs created or issued by the Louisiana Department of Health (LDH) or OTS (Office of Technology Services), or an account used solely for LDH processes shall be suspended, disabled or decommissioned upon suspension or separation from employment, whether voluntary or involuntary.

## II. APPLICABILITY

This policy applies to suspension or removal of system access for LDH employees.

## III. DEFINITIONS

**Appointing Authority** – An officer or employee authorized by statute or by lawfully- delegated authority to make appointments to positions in the State Service.

**Assigned HR Manager** – A Human Resources Manager who is located in the LDH Division of Human Resources, Training and Staff Development and who is assigned to provide a full range of human resources services to a specific LDH Program Office or multiple LDH Program Offices.

**Data Owner** - An individual who is accountable for a data asset. This is typically a managerial role within the organization that owns a data asset.

**LaGov** – A computer-based integrated enterprise system that is provided by the Louisiana Division of Administration and is used by the executive branch departments in the State of Louisiana.

**Louisiana Employees Online (LEO)** – Employee access to time, pay information and training records stored in LaGov.

**Offboarding** - Removing a user from an identity management system or downgrading the user's privileges.

**Office of Technology Services (OTS)** – A division of the Louisiana Division of Administration that is the primary provider of technology services for state agencies, including LDH.

**Program Office** – A major statutory organization within LDH. Currently the LDH Program Offices are: Office of the Secretary/Office of Management and Finance, Medical Vendor Administration, Office of Aging and Adult Services, Office of Behavioral Health, Office for Citizens with Developmental Disabilities, and Office of Public Health.

**Safety/Security and Administrative Services (SSAS)**– A division within LDH responsible for functions such as workforce and building safety/security, property control, vehicle management and telecommunications.

## IV. POLICY PROVISIONS

- A. Employee Responsibilities for Offboarding – If possible, employees who are separating should give management at least two-week's advance notice of the anticipated separation date. Separating employees should actively participate in the offboarding process, including but not limited to taking the following steps:
1. Complete and sign the SF-14 Resignation and Exit – Interview Report and submit the completed form to his/her supervisor.
  2. Complete the LDH Exit Survey/Questionnaire (HR-65) and submit the form to Human Resources.
  3. Take proactive steps to return all state property that has been loaned out to him/her (examples of state property are wifi, laptop, tablet, P-card, travel card, keys, etc.).
  4. Update voicemail message to advise callers of separation and provide forwarding information. Provide voicemail password to supervisor.
  5. Verify or update mailing address in LEO. Note: For tax purposes, employee should notify Human Resources of any address change that occurs after separation.

6. Close out any outstanding travel vouchers and/or travel advances.
7. Contact Human Resources at 225-342-6477 to obtain information regarding the final paycheck, leave and benefits.
8. Turn in his/her ID Badge to Human Resources or SSAS prior to leaving on the last day at work. Employee will be provided with a voucher to exit the parking garage if applicable.
9. Remove all personal belongings from the workplace prior to leaving on the last day at work.

B. Voluntary Separations of LDH Employees (Resignation, Retirement, Transfer Out of LDH) – Each Program Office within LDH shall develop and maintain written procedures for offboarding separated employees. Such procedures shall, at a minimum, include the following mandatory items:

1. Designation of specific position(s) to be responsible for notifying OTS and SSAS of the date of separation no later than two business days prior to the date of separation or immediately upon separation. The preferred method to notify OTS is to submit a help desk ticket to OTS. For staff located in the Bienville Building, SSAS may be notified by email to [Timothy.White2@la.gov](mailto:Timothy.White2@la.gov).
2. Designation of specific position(s) to be responsible for ensuring that the following items have been collected from the employee prior to the separation date, completing an Employee Separation Checklist (HR-64) for each voluntary separation, and submitting the HR-64 to the assigned Human Resources Manager no later than two days prior to the date of separation or immediately upon separation.
  - a. Any state-owned equipment issued to the employee, including but not limited to laptops, computers, phones, mi-fi, tablets, keys, or any other moveable property/service account (such as ZOOM) that was purchased by the LDH.
  - b. The employee's badge, keys, P-Card, travel card, fuel card, other access cards (employee's ID badge and keys must be returned to SSAS).
3. Designation of specific position(s) to be responsible for completing a request for personnel action for each voluntary separation and submitting the request for personnel action to the assigned Human Resources Manager no later than two business days prior to the date of separation or immediately upon separation. The request for personnel action may be in the form of a Request for Personnel Action Form (HR-1) or an Electronic Personnel Action Request (ePAR).
4. A requirement that job duties related to offboarding be included in the position description for each position responsible for all or part of the offboarding process.

B. Involuntary Separations and Suspensions of LDH Employees (Dismissal, Removal, Termination of Temporary Appointment, Separation from Probation, Suspension) - Offboarding for involuntary separations and suspensions shall be managed by Human Resources in accordance with the following procedures:

1. Supervisors should arrange that access to systems is restricted at the time they are meeting with an employee who is to be separated or suspended.
2. Supervisors shall notify their assigned Human Resources Manager no later than two business days following the decision to separate or suspend an employee involuntarily or as soon as possible.
3. The assigned Human Resources Manager shall communicate with OTS and SSAS to ensure and verify that the employee is removed from all applicable systems including but not limited to email, Skype, Zoom, all network drives and shared folders, LaGov and LEO.
4. The assigned Human Resources Manager shall notify SSAS of the employee's separation or suspension and request deactivation of the employee's badge, building access and other points of access and shall notify SSAS if a security escort is going to be required.
5. The assigned Human Resources Manager shall submit a request for personnel action for the involuntary separation to the Human Resources Operations Section along with a completed Employee Separation Checklist (HR-64). The request for personnel action may be in the form of a Request for Personnel Action Form (HR-1) or an Electronic Personnel Action Request (ePAR).

E. Sensitive Removal of Access - Removal of access shall be considered sensitive when the employee is being separated or suspended and:

- The employee has access to systems containing Confidential or Restricted Data.
- The employee has been granted privileged access.
- The employee may inappropriately use agency data after dismissal.

In the event that access requires sensitive removal, the Program Office shall notify OTS and SSAS two days prior to the date of the voluntary separation of an employee, or immediately upon notification of an involuntary separation or suspension of an employee. The Program Office shall work with OTS, the Data Owner, Agency Leadership, or designee, to coordinate the actions required for removing access at a time closely aligned with the separation of the employee. At a minimum, sensitive voluntary and involuntary separations require access to be removed before the close of business on the date of the separation or termination.

F. Change in Role or Position - In situations where the employee has changed roles or positions and requires reduced or enhanced access, the user's manager should notify OTS and SSAS to work

with the relevant Data Owner to provide the user with appropriate access that is consistent with his or her job responsibilities.

- G. Unnecessary or Inappropriate Access - In situations where an employee may have received unnecessary or inappropriate access, is abusing access, or otherwise violating policy, the Program Office shall notify OTS who may remove, disable, or restrict access depending upon the situation. In instances where the Program Office determines the actions by the employee are clearly negligence or misuse, the Program Office shall report the situation to the assigned Human Resources Manager who will advise the Program Office regarding any corrective or disciplinary action to be taken.

## V. DISCIPLINARY ACTIONS

Any employee who violates this policy may be subject to disciplinary action up to and including dismissal from employment. Any instances of failure to return state property may be referred to the appropriate law enforcement agency.

## VI. REFERENCES

HR-64 Employee Separation Checklist

LDH Policy # 61 – LDH Moveable Property

LDH Policy #59 – Telecommunications

LDH Policy #58 – Corporate Liability “LaCarte” Purchasing Card

LDH Policy #10 – Travel Regulations

OTS – Information Security Policy

## VII. REVISION HISTORY

Date	Revision
December 2, 2020	Policy created
December 2, 2020	Housekeeping Change - Title